

EXECUTIVE COMMITTEE REPORT

December 2025 Executive Committee
Report to the Board of Directors

2025 Committee Members:

Derick Summers, RO, Chair, Elected Member
Kevin Cloutier, RO, Vice-Chair, Elected Member
Stephen Kinsella, Chair, Public Member
Omar Farouk, Public Member
Tonya Nahmabin, RO, Elected Member

Number of meetings since the September Board Meeting:

- One on November 17, 2025.

Report:

1. General Business

The Executive Committee heard the Registrar's Report, reviewed the board agenda, and reviewed the meeting dates for 2026.

2. Exercise of Board Powers in Between Meetings

Under section 12 of the Health Professions Procedural Code, the Executive Committee has all of the powers of the Board for any matter that, in the Committee's opinion, requires immediate attention, other than the power to make, amend, or revoke a regulation or by-law. Where the Executive Committee exercises this power, it must report on its actions to the Board at its next meeting.

The Executive Committee exercised its authority on behalf of the board to appoint Omar Farouk to the Screening Committee. This was done on an urgent basis ahead of a panel meeting scheduled for November 19, 2025 that required an additional member to serve as an alternate panel member, as the result of another panel member's unexpected absence due to illness.

3. Finance Committee

Financial Statements

The Committee reviewed the 2025 financial variance reports to October 31, 2025, and the draft 2026 Budget, and determined to forward both on to the board for approval. The Committee also discussed that the current

lease term on the COO premises is coming to an end in 2027, and was in agreement that the COO should proceed with renewal negotiations with the landlord.

Submitted by:

Derick Summers, RO, Chair, Elected Member

REGISTRATION COMMITTEE REPORT

December 2025 Report to Board of Directors

Committee Members:

Derick Summers, RO (Chair), Board Professional Member
Jay Bhatt, RO (Vice Chair), Professional Appointed Member
Stephanie Kelly, RO, Professional Appointed Member
Carlo Sicoli, Board Public Member
Patrick Mott, Community Appointed Member

Number of meetings since September Board Meeting:

- November 10, 2025

Report:

Scheduled Policy Reviews

The Registration Committee carries out a regular review of all public-facing policies to ensure they remain accurate, relevant, and aligned with the College's current processes. Three policies were reviewed according to this schedule:

- Photograph Submission Requirements policy
- Registration Appeals Panel policy
- Vulnerable Sector Check and Applicants with Charges or Findings policy

Scheduled Policy Review: Photograph Submission Requirements Policy

Proposed changes were made to the Photograph Submission Requirements policy to account for a change from the Registration Regulation that came into effect on July 1, 2024, and to include language for digital submissions. The previous regulation specified that applicants needed to submit "two passport-sized colour photographs" and a new photo was required every 5 years at registration renewal. With the regulation change, a provision was added to the by-laws that require registrants to submit a photo in the form and manner set out by the Registrar at least once every 5 years. This change gives the College flexibility over the type of photograph and the timing of the submission, including the ability to require a new photo sooner than every 5 years.

The Committee was satisfied that the proposed changes to the policy would serve to preclude photographs manipulated by AI.

The Committee recommended that the Board approve the proposed changes at its next meeting.

Scheduled Policy Review: Registration Appeals Panel Policy

The Registration Appeals Panel policy was created in 2012. The proposed language changes aim to make the language more accessible. The policy was also clarified so that an applicant could understand what is involved in the appeal process.

The Committee recommended that the Board approve the proposed changes at its next meeting.

Scheduled Policy Review: Vulnerable Sector Check and Applicants with Charges or Findings Policy

The Vulnerable Sector Check and Applicants with Charges or Findings Policy was first approved on May 11, 2020. The College requires the disclosure of any charges or findings and a completed Vulnerable Sector (VS) check to carry out its duty to protect the public. If the applicant does not disclose their charges or findings during the application process, the VS check is a secondary tool to ensure it is caught.

The proposed changes to the policy include:

- simplifying the language to make it easier for applicants/registrants to understand;
- updating wording to reflect the regulation changes around providing false or misleading information; and
- updating the VS check section to account that police forces now also issue digital VS checks.

The Committee recommended that the Board approve the proposed changes at its next meeting.

Policy Review: Reinstatement and Changing from Inactive to Active Practice Policy

The Reinstatement and Changing from Inactive to Active Practice policy was reviewed as the transitional period in the policy had passed. The Committee reviewed proposed changes that removed the language around the transitional period that ended on July 1, 2025. The transitional section of the policy allowed suspended individuals who did not want to be revoked is proposed to be removed as the deadline is now past.

The Committee recommended that the Board approve the proposed changes at its next meeting.

File Review

The Committee reviewed the following files:

- Request for Extension of PLAR Bridging Deadline: 1
- Upgrading proposals: 3

Submitted by:

Derick Summers, Chair, RO
Stephanie Jung, Director Registration

REGISTRATION COMMITTEE

Q4 Report

Registrant Numbers (at November 13, 2025)

3,454 Registered Opticians

↑ 1%
From Q3

191 Intern Opticians

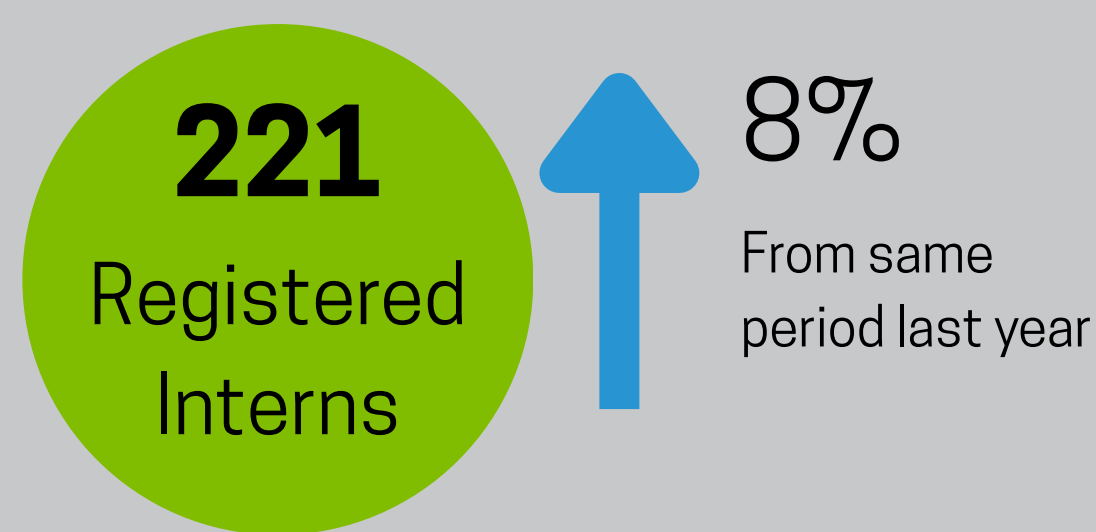
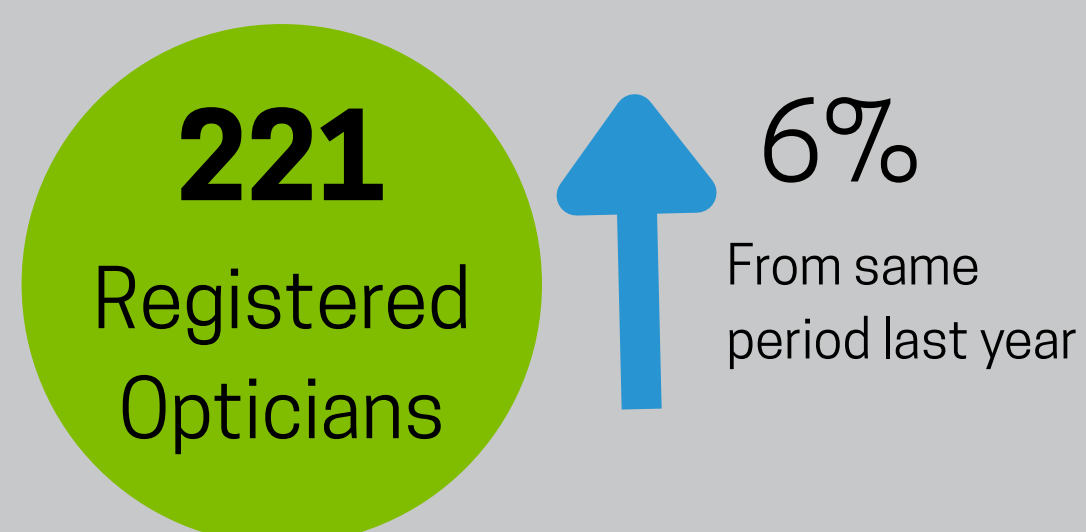
↑ 101%
From Q3

246 Inactive Opticians

↓ 2%
From Q3

- Registration numbers fluctuate throughout the year depending on factors such as the timing of National Examinations & graduation dates. The influx of registration in the Intern class is from graduates wanting to take the Fall NACOR exams.
- The Inactive has remained stable with some movement from those returning practise by moving to the Registered Optician class.

New registrations in each category (YTD)



Average application processing time*: **3 days**

*Refers to the average calendar days from completed application to registration, as reported to the Ministry of Health in its most recent report.

National Mobility (YTD)

Left Ontario for
another province

24



Registered in
Ontario from
another province

6

GOVERNANCE COMMITTEE REPORT

December 2025 Committee Report to the Board of Directors

Committee Members:

Elliot Borins, Community Appointee, Chair
Lindsay Beriault (RO), Professional Appointee, Vice-Chair
Elyse Jackson, Community Appointee
Carlos Pacheco, (RO), Board (Professional) Member
Carlo Sicoli, Board (Public) Member

Number of Meetings since September 2025:

- November 14, 2025

Report:*Governance By-laws and Policies*

The committee reviewed the following policies as per the Policy Review Schedule set out in the Governance Manual:

1. Director Job Description Policy 4-04
2. Board Meeting Process Policy 4-22
3. Board Policy Development Policy 4-24
4. Pre-Election/Pre-Appointment Screening Policy 4-29

Updates will be proposed to these policies at the upcoming board meeting.

Financial Condition Policy 2-03

The committee requested a review of the Financial Condition Policy at its last meeting.

An update to the policy will be proposed at the upcoming board meeting.

COO Skills and Diversity Matrix

The committee reviewed the proposed updated skills and diversity matrix for elected board members and appointed committee members and discussed how it may be incorporated into the appointments process.

The committee agreed to recommend that the board adopt the updated matrix. The recommendation and rationale for this will be presented to the board at its upcoming meeting.

By-law Amendments

The committee reviewed the proposed amendments to the by-laws intended to give effect to the board's decision to transition to a single all-Ontario district beginning in 2026.

Following its review, the committee agreed to recommend that the board approve the proposed amendments. The amendments will be presented to the board at its upcoming meeting.

Board and Committee Effectiveness Self-Evaluations

At its Q2 meeting, the committee reviewed its 2024 self-evaluation results. During this review, the committee noted concerns that "neutral" responses may distort the overall average score and agreed to reassess the current scoring matrix.

The committee noted that further research was required into alternative scoring models and best practices. In the interim, the committee recommended introducing a glossary of terms, developed by staff, to accompany the self-evaluation process and provide clearer definitions for each response option.

Submitted by:

Elliot Borins, Community Appointee, Chair
Sarah Scott, Director, Policy and Governance

PATIENT RELATIONS COMMITTEE REPORT

December 2025 Committee Report to the Board of Directors

Committee Members:

David Milne, Community Appointee, Chair
Jamuna Balaram, Community Appointee, Vice-Chair
Parneet Dhillon (RO), Professional Appointee
Paul Imola (RO), Board Professional Member
Panos Petrides, Community Appointee

Number of Meetings since September 2025:

- October 7, 2025

Report:

Following the Ministry of Health's approval of the COO's spousal exemption regulation, the committee met to review and update the relevant materials concerning the treatment of spouses.

Orientation

As it was the committee's first meeting of the year, members participated in an orientation session. The session included an overview of the committee's mandate, the Patient Relations Program, the Sexual Abuse Prevention Guidelines, and the funding for therapy and counselling.

Standard 2: Professional Conduct

The committee reviewed and discussed the proposed revisions to Standard 2: Professional Conduct. Amendments had been made to reflect the College's position on the spousal exemption and to provide additional clarity regarding the treatment of family members and friends.

The committee endorsed the proposed amendments.

Jurisprudence Chapter 1: Professional Boundaries and Sexual Abuse Prevention

The committee reviewed the proposed revisions to the Chapter 1 handbook and corresponding test questions. Amendments were made to reflect recent updates related to the spousal exception, and the test questions were revised to assess registrants' understanding of the updated material.

The committee approved revisions to both the handbook and test questions.

Sexual Abuse Prevention Guidelines

The committee reviewed proposed revisions to the Sexual Abuse Prevention Guidelines. The guidelines were amended to reflect:

- The College's position on the spousal exception.
- Updated terminology replacing "members" with "registrants", consistent with the change approved by the board in 2020 to improve clarity to the public.

The committee approved the proposed revisions.

Sexual Harassment Prevention Guidelines

The committee conducted a content review of the Sexual Harassment Prevention Guidelines to determine whether any amendments were necessary.

The committee agreed that no changes were required, as the current guidelines align with best practice, the guidance provided by other health regulatory colleges and all relevant legislation and standards.

Patient Bill of Rights

The committee conducted a content review of the Patient Bill of Rights to determine whether any amendments were necessary.

The committee agreed that no changes were required, as the current Patient Bill of Rights is up to date, aligns with best practice, and is consistent with similar documents from other Colleges.

Submitted by:

David Milne, Community Appointee, Chair
Sarah Scott, Director, Policy and Governance

CLINICAL PRACTICE COMMITTEE REPORT

December 2025 Committee Report to the Board of Directors

Committee Members:

Parneet Dhillon, RO, Chair, Professional Appointee
Stephanie Kelly, RO, Vice Chair, Professional Appointee
Grazyna Sepczynska, RO, Board Professional Member (until October 30, 2025)
Rebecca Forte, Community Appointee
Parminder Kalsi, RO, Professional Appointee

Number of meetings since the September Board Meeting: 1

- November 17, 2025

Report:

Standards of Practice and Practice Guidelines

Proposed updates to the Standards of Practice and Practice Guidelines were circulated for stakeholder feedback from September 12, 2025, through October 21, 2025. Input was sought on whether the proposed updates:

- were clear, or if any area needed more clarity
- were appropriate for guiding professional practice, and what areas may not be appropriate
- they reflect the realities of current practice environments, and whether there were ways they could better reflect it

And whether they:

- were confident they would be able to apply the proposed updates in their day-to-day practice
- anticipated any challenges
- supported the implementation of the updated Standards and Guidelines as proposed or, if there were areas they did not support or were unsure of

The Committee reviewed and discussed the feedback received and:

- noted that the majority of respondents feel they will be able to apply the proposed updates to the Standards and Guidelines in their day-to-day practice
- agreed that the proposed updates were clear and there was enough guidance given
- identified feedback that would be best addressed through “Frequently Asked Questions”

The Committee will recommend that the Board approve the proposed updates to the Standards of Practice and Practice Guidelines at their December meeting.

Submitted by:

Parneet Dhillon, RO, Chair, Professional Appointee

Peggy Dreyer, Director, Professional Practice and Quality Assurance

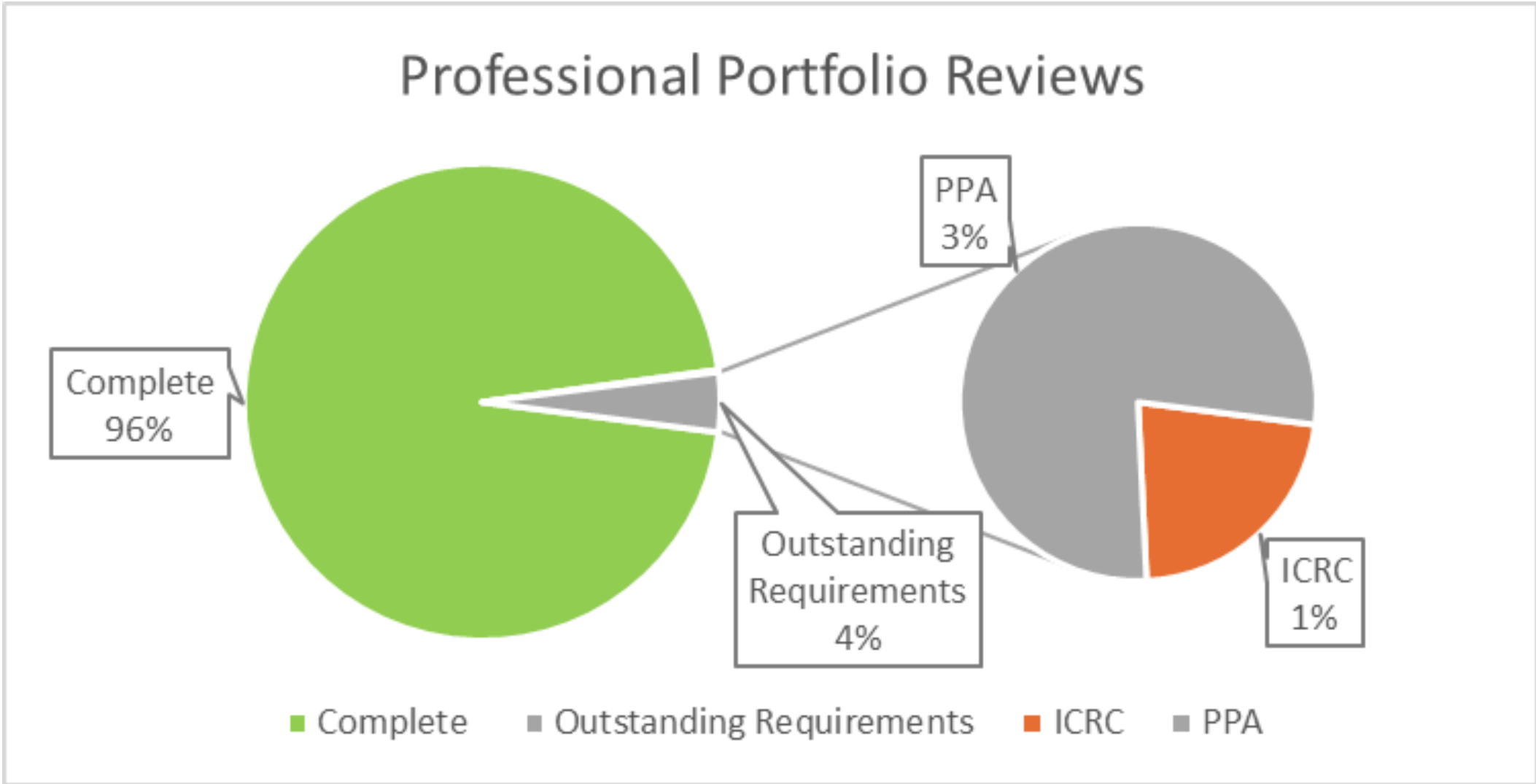
QUALITY ASSURANCE COMMITTEE

Q4 Report

Professional Portfolio Review

Notable Points:

- 96% of registrants who were randomly selected have successfully completed the review of their 2024 Professional Portfolio

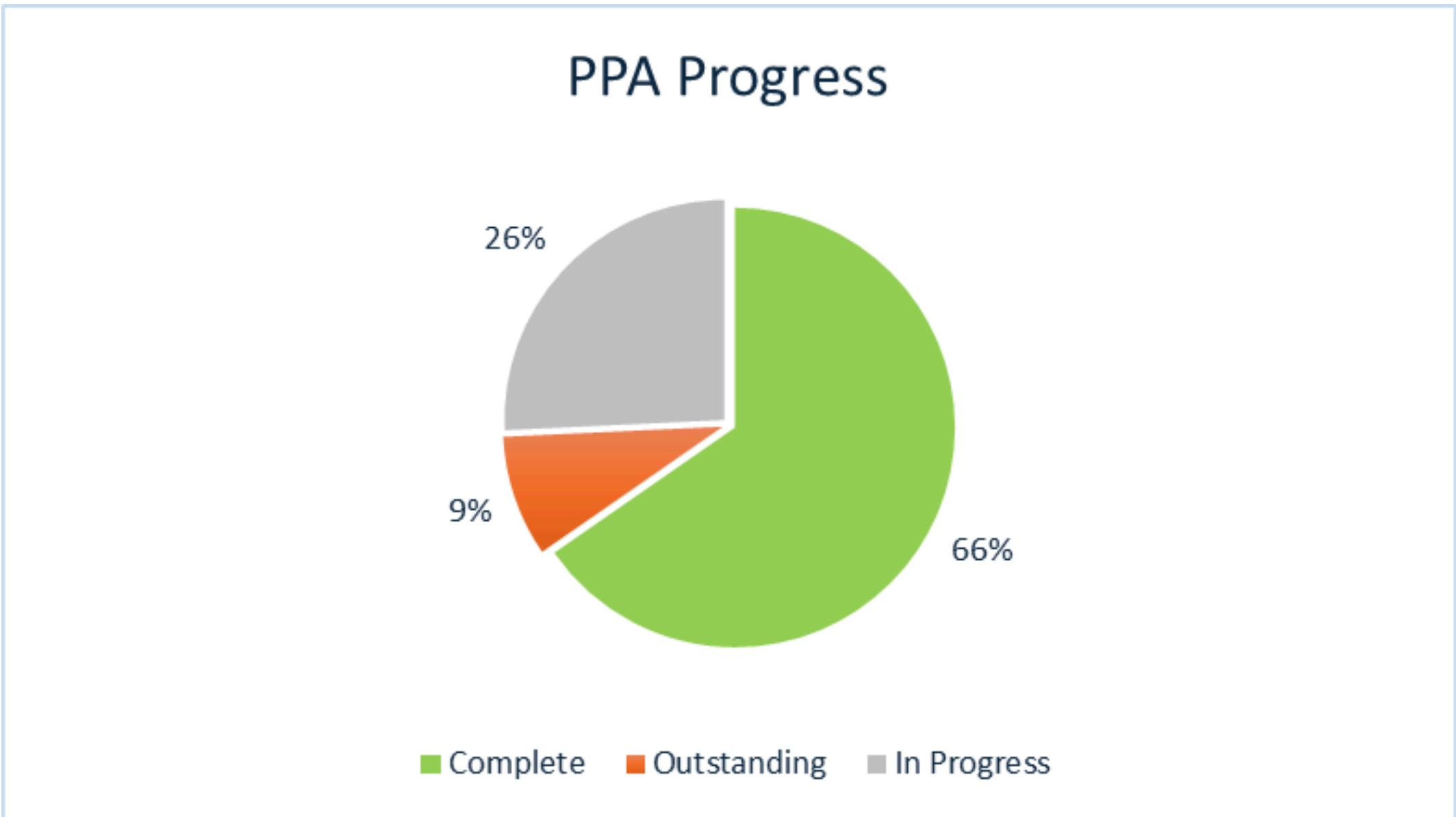


Peer and Practice Assessment Progress

Notable Points:

In addition to the random PPAs for 2025:

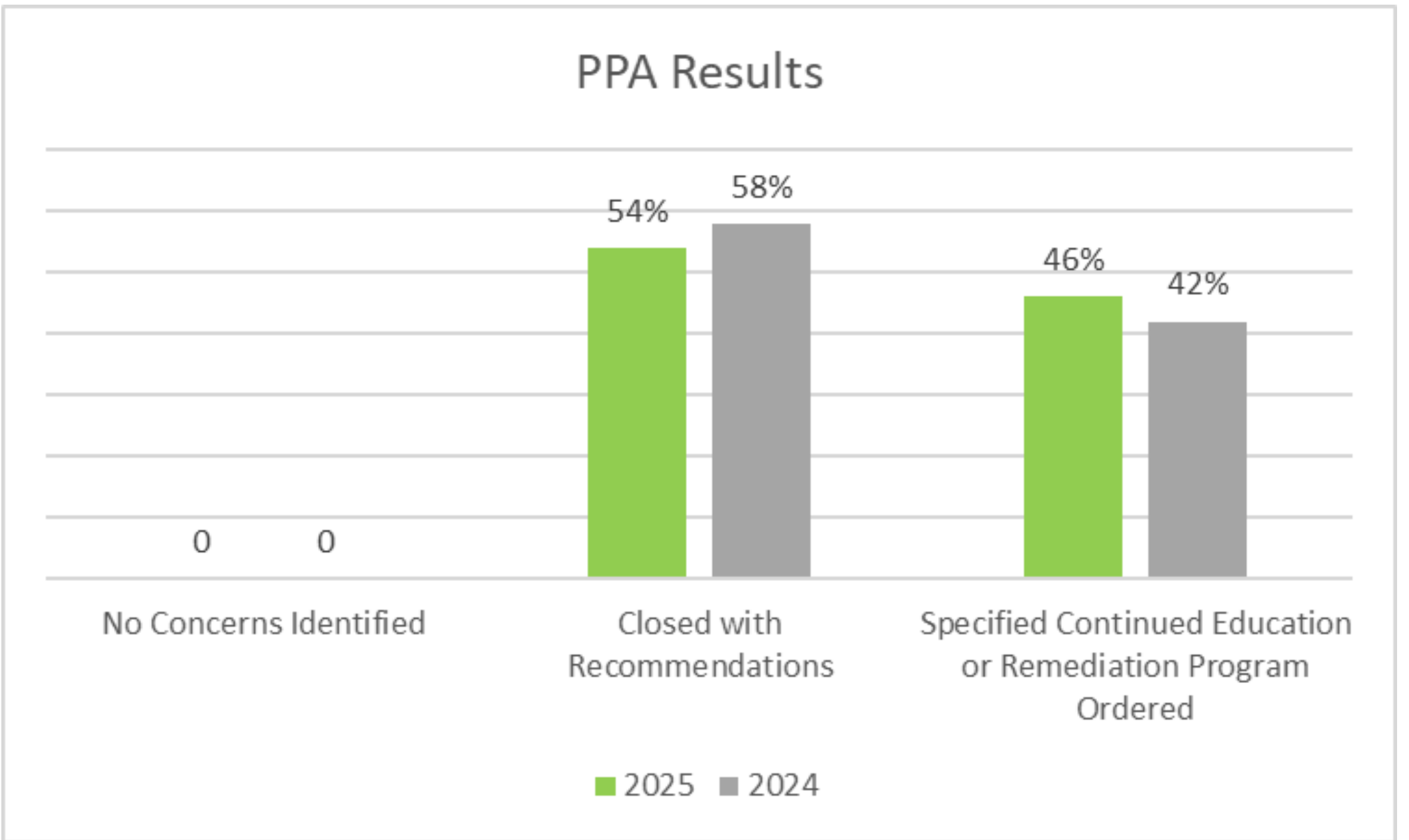
- 4 assessments from 2024 were completed
- 3 previously deferred assessments are in progress



Peer Assessment Outcomes

Notable Points:

- Record Keeping has been identified as an area of opportunity
- In addition to those randomly selected, an additional 21 assessments have been ordered by the QAC due to non-compliance with the CRE process

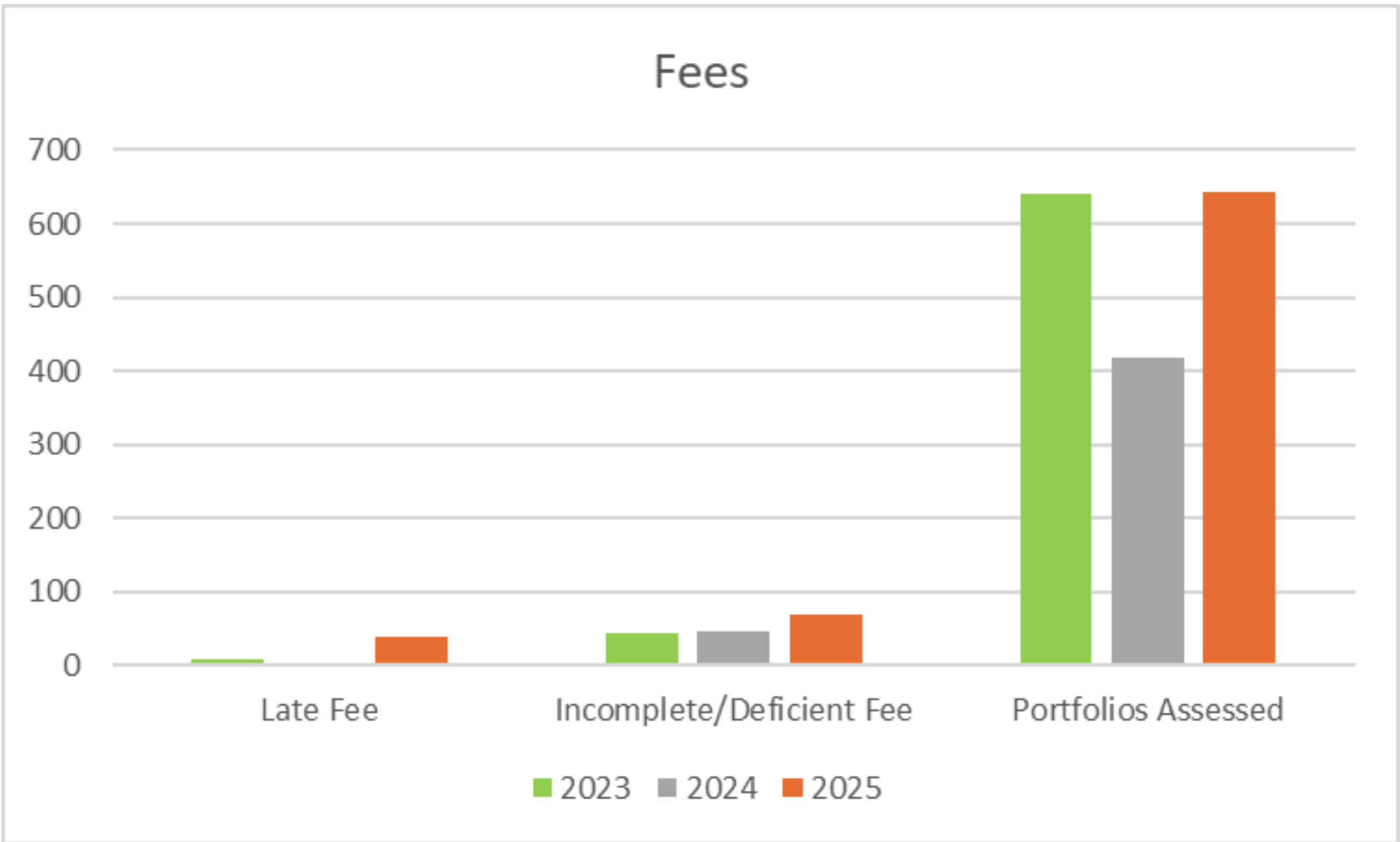


**Reported in percentage*

QA Fees

Notable Points:

- The 2025 CRE applied updated data-driven selection criteria to focus on registrants who appeared to have gaps in their portfolio submission. The resulting pull saw a 55% increase in portfolios that were identified as incomplete and/or deficient.



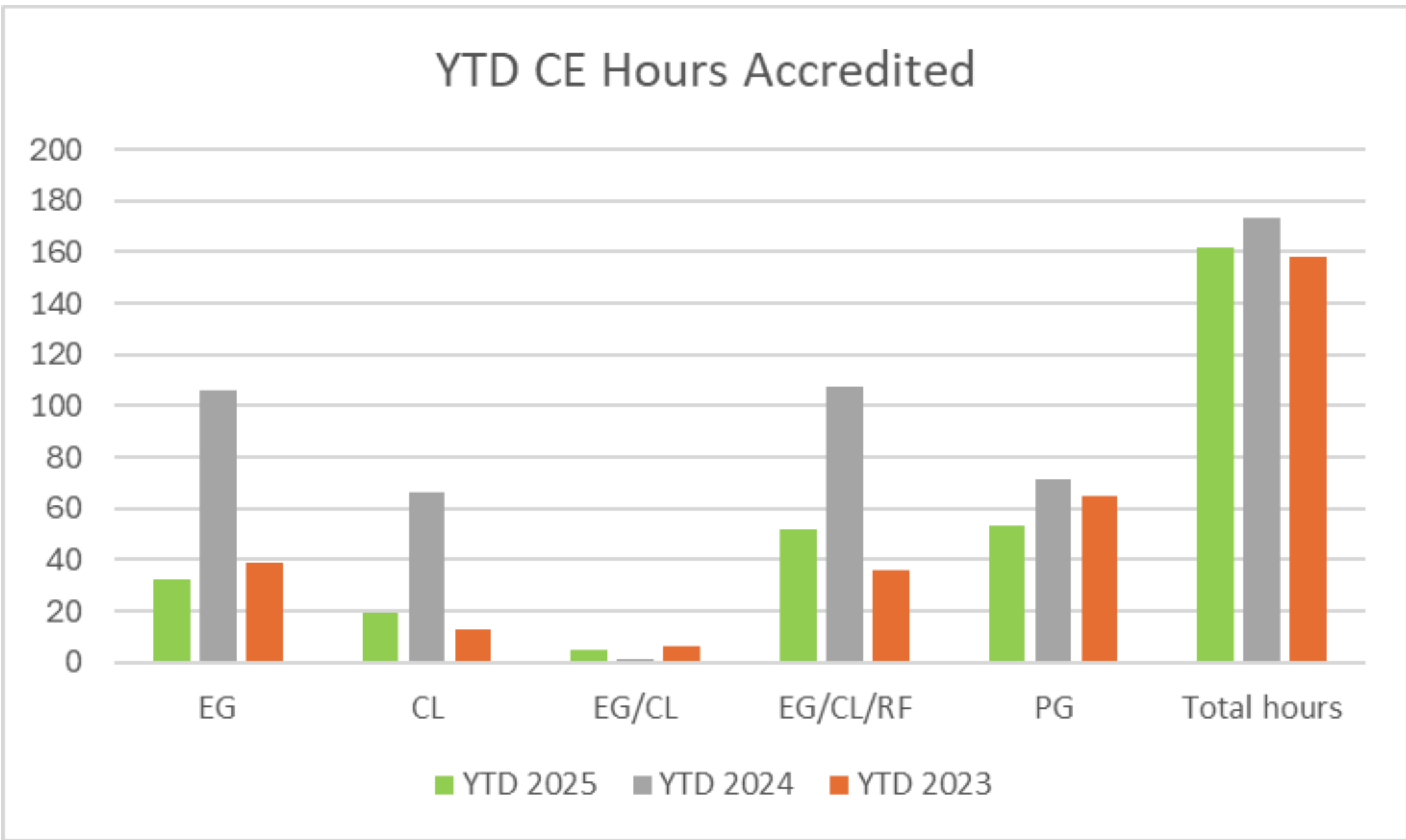
Accreditations

Notable Points:

- Following an anomalous year in 2024 that happened as a result of two new CE providers entering the market, accreditation numbers appear to be on trend for this point in the year.

Legend*
Eyeglass Hours - EG
Contact Lens Hours - CL
Eyeglass/Contact Lens Hours - EG/CL
Eyeglass/Contact Lens/Refracting Hours - EG/CL/RF
Professional Growth Hours - PG

**Reported in hours*



DISCIPLINE COMMITTEE REPORT

December 2025 Discipline Committee Report to the Board of Directors

2025 Discipline Committee Members:

Committee Members:

Elected Members

Tonya Nahmabin, **Vice Chair**, RO
Derick Summers, RO
Paul Imola, RO
Kevin Cloutier, RO
Samir Modhera, RO
Carlos Pacheco, RO

Public Members

Omar Farouk
Stephen Kinsella
Carlo Sicoli
Alicia Munian
Mark Priddle

Appointed Members

David Milne, Chair, Non-RO
Jay Bhatt, RO
John Battaglia, RO
Robert Quinn, RO
Stephanie Kelly, RO
Parneet Dhillon, RO
Elisabeth Roche, RO
Lindsay Beriault, RO
Melissa Campbell, RO
Parminder Kalsi, RO
Elliot Borins, Non-RO
Jamuna Balaram, Non-RO
Panos Petrides, Non-RO
Patrick Mott, Non-RO
Elyse Jackson, Non-RO
Rebecca Forte, Non-RO

Number of meetings since last Board Meeting: n/a

Report:

7 Committee members attended the Health Profession Regulators of Ontario (HRPO) Discipline Orientation Workshops in Fall 2025.

The following matters have been referred to the Discipline Committee:

Matter

College of Opticians v. David Gallo
College of Opticians v. Gopal Puri

Hearing Date

TBD
TBD

Decisions were issued in the following matters and are available on the College's website:

College of Opticians v. Murtaza Ahmed Janmohamed

Submitted by:

David Milne, Chair, Appointed Member

Tertia van Jaarsveld, Senior Coordinator, Professional Conduct

INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

December 2025 Committee Report to the Board of Directors

Committee Members:

When reviewing cases, the ICRC sits as two independent panels. When necessary, the Chair of the ICRC strikes additional special panels to review appropriate cases.

Panel 1	Panel 2
Robert Quinn, RO, Chair, Appointed Member	Stephen Kinsella, Vice Chair, Public Member
Omar Farouk, Public Member	Melissa Campbell, RO, Appointed Member
Alicia Munian, Public Member	John Battaglia, RO, Appointed Member
Elizabeth Roche, RO, Appointed Member	Kevin Cloutier, RO, Elected Member
Samir Modhera, RO, Elected Member	Elyse Jackson, Appointed Member

Number of meetings since the September 2025 Board Meeting:

The ICRC holds full committee meetings for the purpose of orientation and training, as well as to discuss committee policies and other issues of common concern. The balance of ICRC meetings is held as panel meetings to review and dispose of cases.

Number of Meetings in 2025	
Full Committee Meeting	2
Panel Meetings	7

Number of Meetings Since Last Board Meeting in September 2025	
Full Committee Meeting	0
Panel Meetings	2

Report:

The College has received twenty-three (23) complaints year to date, twelve (12) since the last board meeting. The Committee will meet in panels on November 24, 2025, and November 27, 2025, respectively, to finalize eight (8) matters and to consider one (1) request to the Registrar to appoint an investigator for a new investigation.

The College has received twenty (20) unauthorized practice (UAP) reports for the year and nine (9) currently remain open. Two (2) files have been escalated to seek injunctions against the individuals and/or stores engaged in UAP. In two (2) other matters, external investigators were sent into store locations to conduct secret shops, and these matter have been escalated for further review.

Submitted by:

Robert Quinn, RO, Chair, Appointed Member

Raj Bhatti, Director, Professional Conduct

INQUIRES, COMPLAINTS & REPORTS COMMITTEE

Q4 Report

Complaints

of Complaints Received (2025 YTD): **23**

of Complaints Open (TOTAL) : **31**

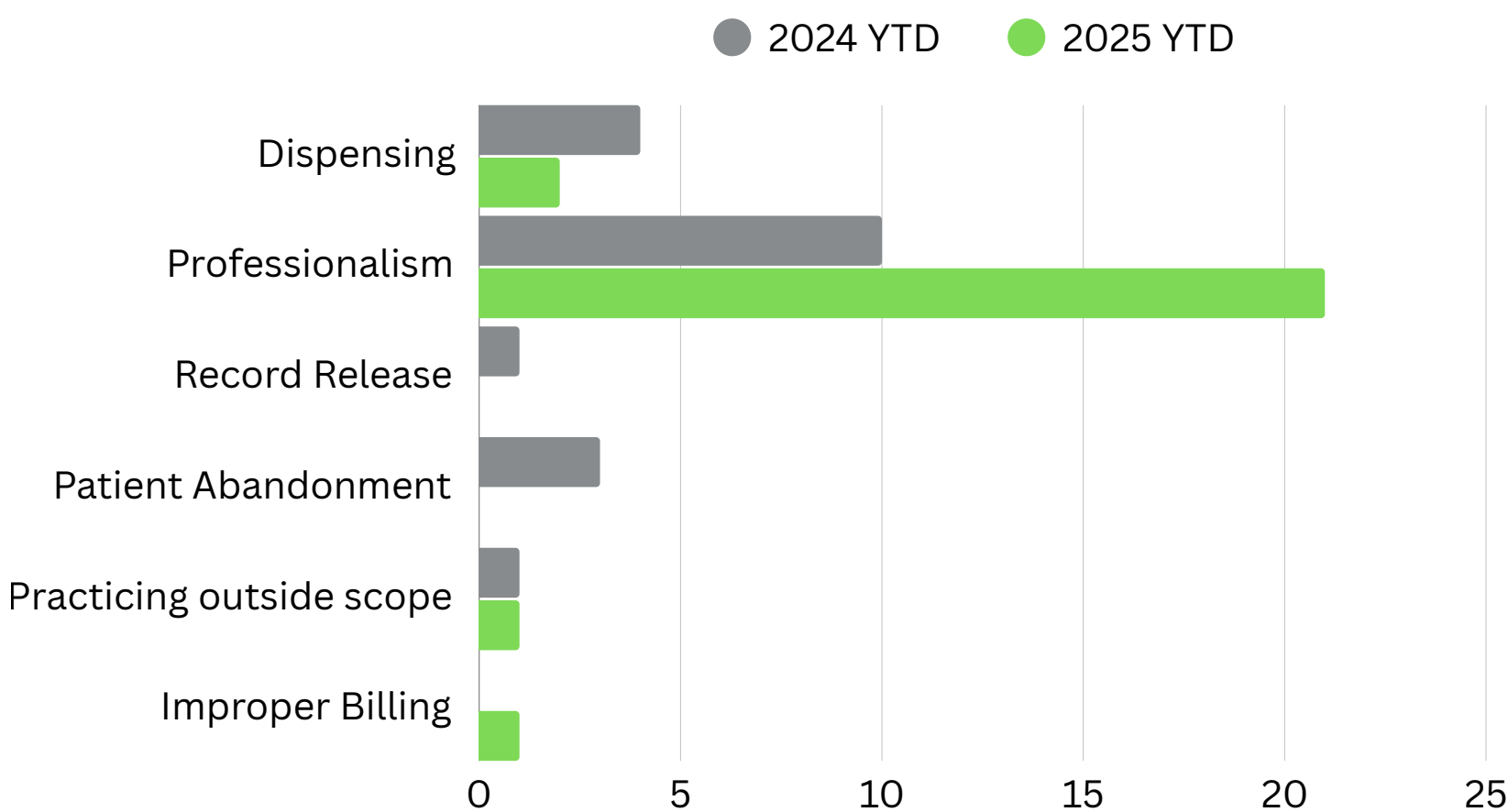
of Complaints Closed (2025 YTD) : **25**

Complaint Themes

Trends

Most complaints opened this year concern professionalism. This can include behaviour, language, rudeness or lack of troubleshooting the issue

More than one area of concern may be identified within a complaint.

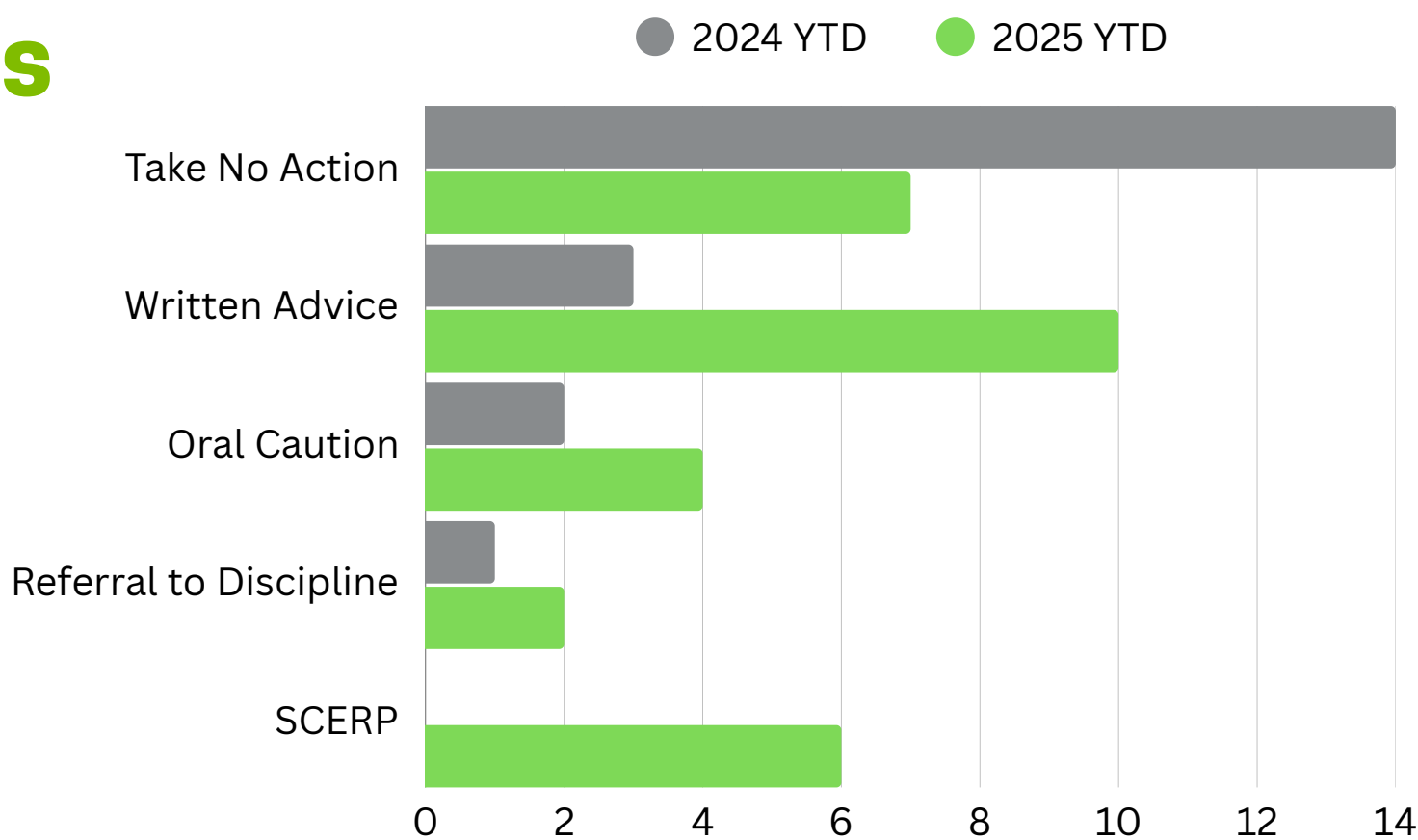


Complaint Dispositions Themes

Trends

The disposition themes so far in 2025 lend to more varied outcomes.

A complaint may have more than one disposition.



Reports

of Reports Open (2025 YTD): **1**

of Reports Open (TOTAL): **18**

Unauthorized Practice (UAP)

of UAP Reports Received (2025 YTD): **20**

of UAP Reports Closed (2025 YTD): **11**

2 reports have proceeded to the injunction stage

Total Open Matters

Number of Open Complaints & Reports

2025 YTD
49

2024 YTD
45